

# Information for U.S. Military: **Unclaimed vehicle program**

City and County of Honolulu • Department of Customer Services

## Unclaimed vehicles on Oahu

**1) Every month, hundreds of vehicles are towed from public roadways for the following reasons:**

- a) Abandoned more than 24 hours (parked in the same place for more than 24 hours without the vehicle being moved);
- b) Parked illegally or in such a way that creates a traffic or safety hazard;
- c) Expired registration, safety check and/or no insurance;
- d) Used in a crime (e.g., DUI);
- e) Not operational after an accident; or
- f) Stolen, stripped down and discarded.

**2) Under the Unclaimed Vehicle Program, the city will auction towed vehicles that remain unclaimed after the time allotted by the city in its *Notification of Unclaimed Vehicle in Custody* letter; however, the city allows 60 days for active-duty service members to claim a POV before seeking an order authorizing the city to auction the unclaimed POV.**

**3) To claim your towed POV:**

- a) If you received a *Notification of Unclaimed Vehicle in Custody* letter, call the phone number on the letter to locate and claim your POV.
- b) Pay the towing and storage charges to claim your POV.
- c) If you are deployed or temporarily reassigned off the island, have your representative under a power of attorney call the phone number on the *Notification of Unclaimed Vehicle in Custody* letter to locate and claim your POV.
- d) Make sure that your representative brings a copy of the power of attorney, identification confirming that he/she is the designated representative in the power of attorney, and sufficient funds to pay the towing and storage charges to claim your POV.
- e) Contact Motor Vehicle Control at **(808) 768-2530** or by email at [mvc@honolulu.gov](mailto:mvc@honolulu.gov) if you have any questions or encounter a problem claiming your vehicle.

**4) If you do not want your towed POV, or if you no longer own your POV but it is still registered in your name:**

- a) Execute a Waiver of Rights and Protections Afforded under the Servicemembers Civil Relief Act (SCRA Waiver). An [SCRA Waiver form is available online](#).
- b) Email the completed SCRA Waiver to [mvc@honolulu.gov](mailto:mvc@honolulu.gov).

**5) If you no longer need or want your POV, please review information on the city's free [Junk Vehicle Program](#).**

**6) Review the city's detailed [SCRA Policies and Procedures](#).**

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